



## Frequently Asked Questions

NOTE: The following FAQs are based on the best information the City has available from Federal, State and County levels. Response to COVID-19 is fluid and consistently evolving daily. The information is subject to change. Please check back often for the latest updates.

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### ADDITIONAL RESOURCES:

**City COVID-19 Updates:**

<https://casagrandeaz.gov/covid19/>

**City Business Resources:**

<https://casagrandeaz.gov/financial-aid-for-small-businesses-impacted-by-coronavirus/>

**Center for Disease Control (CDC):**

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

**Arizona Department of Health Services (AZDHS):**

<https://www.azdhs.gov/>

**Pinal County Public Health:**

<https://www.pinalcountyaz.gov/publichealth/Pages/NovelCoronavirus.aspx>

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### BUSINESS RESOURCES

**What are considered “essential services”??**

All businesses that are classified as “essential functions” (see the list [here](#)) may remain open and maintain operations, but shall establish and implement social distancing and sanitation measures. Additional guidance from the Governor’s Office has since been released, removing some businesses originally listed as essential, [no longer essential](#). Please review.

If you see a business not complying with the order, please call the non-emergency number at 520-421-8700 and provide the business name and address.

**Can the Mayor order the closure of a business deemed an “essential service”?**

The governor's order says "no county, city or town may make or issue any order, rule or regulation" that conflicts with the order. We recommend contacting the Governor's office to learn more by calling 602-542-4331 or email [Engage@az.gov](mailto:Engage@az.gov)

**What aid is the government supplying to individuals and businesses?**

Small Business Administration (SBA) approved an [Economic Injury Disaster Loan](#) declaration for Arizona that will help small businesses here in the state impacted by COVID-19.

Learn about additional resources [here](#).

## **PUBLIC HEALTH & SAFETY**

**Will police and fire still be operating?**

The City of Casa Grande Fire Department is operating at normal capacity and has not had or expect to have any interruptions or limitations in our ability to deliver Emergency Medical Services to the community in regards to the Covid19/Corona Virus

Casa Grande Police Department will continue to proactively police and respond to crimes in progress

**Do I call 911 or the non-emergency line if I think I have the virus?**

Healthcare providers or the general public who think they may be experiencing COVID-19 symptoms may call 1-844-542-8201. Only utilize the 911 system in the event of severe difficulty breathing or illness. If contacting 911, please advise the dispatcher if you believe you have the flu/ COVID-19 or think you have been exposed. If possible, meet first responders outside or in an open-air area.

**Is the hospital closed and can I visit my loved in the hospital?**

Local hospitals remain open and available to treat patients. As of March 20, 2020, visitors are no longer allowed in Hospitals. There are a few exceptions, learn more [here](#).

**Who do I notify if there is a business (ie: restaurant or gym) not complying with the Governor's Executive order to close?**

Please call the non-emergency line at 520-421-8700 and provide the business name and address.

**Has anyone in Casa Grande tested positive for the virus?**

Currently, the City of Casa Grande does not receive information on COVID-19 positive cases located within the City. Counts are only provided on a State and County level. For the most up-to-date information on the outbreak in Arizona, please visit the Arizona Department of Health Services: <https://www.azdhs.gov/>

**Is Coronavirus the same as the flu?**

Influenza (the flu) and COVID-19, the illness caused by the new coronavirus, are both infectious respiratory illnesses. Although the symptoms of COVID-19 and the flu can look similar, the two illnesses are caused by different viruses. Learn more [here](#).

### **How long can the virus live on surfaces?**

A recent study found that the COVID-19 coronavirus can survive up to four hours on copper, up to 24 hours on cardboard and up to two to three days on plastic and stainless steel. The researchers also found that this virus can hang out as droplets in the air for up to three hours before they fall. But most often, they will fall quickly. Learn more [here](#).

### **Can you get Coronavirus twice? Or are you immune once you are over it?**

The immune response to COVID-19 is not yet understood. Patients with MERS-CoV infection are unlikely to be re-infected shortly after they recover, but it is not yet known whether similar immune protection will be observed for patients with COVID-19. Learn more [here](#).

### **Where can I find out the most up to date information on the virus?**

City of Casa Grande: <https://casagrandeaz.gov/covid19>

CDC: [www.cdc.gov](http://www.cdc.gov)

Pinal County Health: [www.pinalcountyaz.gov](http://www.pinalcountyaz.gov)

Arizona Department of Health Services: <https://www.azdhs.gov/>

## **COMMUNITY RESOURCES**

### **Are veterinarians still open?**

Veterinary care and all healthcare services provided to animals is considered an essential service. We recommend calling your local veterinarian's office for details before your visit.

### **I can no longer care for my pet – Is Animal Control accepting pets?**

We understand this is a very difficult time for many. If you have found yourself in a situation unable to care for your pet, please call Animal Care and Control at 520-421-8700, option 5. They will help guide you and give you options and resources to help. Please note their current hours: Monday - Saturday from 8:00 am – 4:00 pm.

### **I can't afford pet food – can anyone help?**

Pets in Action League can assist with pet food through their food bank distribution on the 2nd Saturday of every month, 10:00 AM – Noon. Learn more here: <https://www.pinalpets.org/pet-food-bank.html>

### **What is being done to help the homeless in the City?**

To learn more, please visit the City of Casa Grande website COVID-19 Response page at: <https://casagrandeaz.gov/covid19/#Helpful>

### **How do I find out what area businesses have closed?**

The response to COVID-19 is very fluid and changes daily. For the most accurate information on what measures area businesses are taking, please contact them directly.

**If I need diapers or milk for my baby, where can I get help?**

To learn more, please visit the City of Casa Grande website COVID-19 Response page at: <https://casagrandeaz.gov/covid19/#Helpful>. The [Department of Economic Services](#) is also actively assisting residents with their needs. More resources can also be found at: <https://arizonatogether.org/>

**Can my family still have a funeral or wedding?**

This is a **highly** contagious virus and physical/social distancing is the **only** weapon we currently have to flatten the curve of infection. Therefore, we strongly urge you to follow the current guidelines of the CDC and avoid gatherings of 10 persons or more and maintain a distance of at least 6 feet from other individuals.

**I am a snowbird from Canada, can I go home?**

Non-essential travel will be restricted including tourism and recreation. Canadian citizens and permanent residents will still be able to get home, although the government says travelers presenting symptoms won't be able to board flights. Learn more [here](#).

**What is being done to help the immune compromised who are recommended to stay at home and are unable to shop for essentials?**

Several grocery stores are offering special shopping hours for seniors and immune compromised. Call your local grocery store for days and times. More information and resources can be found here: <https://arizonatogether.org/>

**What is being done for the seniors who don't have family to ensure they have enough food and supplies?**

Dorothy Powell Senior Center is providing pick-up and delivery lunches for Seniors over 50, Monday-Friday, 11:30 am – 12:30 pm. Registration over the phone is required by calling 520-421-8760. More information and resources can be found here: <https://arizonatogether.org/>

**The business that I work for just closed their doors, what do I do about paying my bills?**

President Trump has signed the first economic policy in response to COVID-19, the Families First Coronavirus Act provides important relief to many Arizona families who work for private employers with less than 500 employees or the government. Learn more [here](#).

**What will happen if grocery stores shut down?**

Grocery stores are considered an essential service and will remain operational. Governor Ducey is activating the National Guard to assist grocery stores and food banks with re-stocking shelves in the face of heightened demand.

**Will childcare close as well along with the schools?**

Many daycare centers remain open. Please contact your specific daycare to learn more. Sick children should not be in daycare, especially those with fevers.

### **Is there a curfew in place?**

While there is no city mandated curfew in place currently, residents must still comply with city ordinance. However, this is subject to change. The basic provisions of the ordinance are:

- Minors ages 16 and 17 may be out until midnight any night of the week.
- Minors ages 15 and under may be out until 10:00 p.m. any night of the week.

### **When will the schools be re-opening?**

Both the Elementary School and High School District are closed for traditional classes throughout the remainder of the 2019-2020 school year. Please contact your child(ren) school for more details.

### **Should my church continue to hold services?**

CDC is advising to cancel gatherings of more than 10 people. Read more [here](#). Churches should consider going to web-based/virtual sermons until further notice.

### **Is anyone under mandatory quarantine?**

While no one is under mandatory quarantine, a new “Stay Home. Stay Healthy. Stay Connected.” executive order was issued on March 30, 2020 by the Governor. Under the Executive Order, Arizonans shall limit their time away from their place of residence or property, except:

- To conduct or participate in essential activities, and/or;
- For employment, to volunteer or participate in essential functions; or
- To utilize any services or products provided by essential business services;
- And for employment if as a sole proprietor or family owned business, work is conducted in a separate office space from your home and the business is not open to serve the public.

Learn more here: <https://azgovernor.gov/governor/news/2020/03/new-executive-order-stay-home-stay-healthy-stay-connected>

### **Are there travel limits in and out of the City of Casa Grande? Are we not able to leave the city limits?**

While there are no local travel restrictions, currently, residents are encouraged to stay home and avoid discretionary travel, shopping trips, and social visits as much as possible. See the Stay-at-Home order here: <https://azgovernor.gov/governor/news/2020/03/new-executive-order-stay-home-stay-healthy-stay-connected>

### **Will some of the funding go to the food banks since we will be hit hard with people needing food?**

Funding has been allocated to support Arizona food banks, nutrition programs and programs that serve the homeless. Learn more [here](#).

### **I want to know what can be done to get items we need in the store?**

The City is continuing to work closely with all community partners to help reduce impacts to our residents and businesses. Refer to each Store Manager for specific steps the store is taking.

### **Are non-citizens of the United States eligible for any assistance during this emergency?**

Benefits associated with the Families First Coronavirus Response Act are not limited by citizenship, but require lawful immigration status. Learn more [here](#).

## **UTILITIES AND CITY SERVICES**

### **Will my trash still be picked up on its regular schedule?**

Yes, there is no disruption to trash service at this time.

### **Is City Hall open?**

City Hall remains open Monday – Friday, 8:00 am – 5:00 pm but limited to the number of guests in lobby at once. We encourage residents to first check the City’s website for information:

[www.casagrandeaz.gov/covid19](http://www.casagrandeaz.gov/covid19), if you have questions or to call instead of making unnecessary trips in-person. We encourage the public to submit payments online or via the drop box at the Finance Building. The are [6 ways to Pay Your Bill](#).

City Hall Phone: 520-421-8600, Finance: 520-421-8601 and then press option 1

### **Can we still go to the park?**

To ensure the health and well-being of residents, the following parks/amenities have been closed until further notice:

- City playground equipment
- Splash Pad
- Park Ramadas
- Elzy Peterson Shooting Range
- North Mountain Park
- A Leash on Life Dog

Trails, open spaces and bike paths will remain open for residents to get outdoors to enjoy the fresh air. Residents are encouraged to maintain safe distances from each other while involved in these activities. The following guidelines are recommended for general use of all parks and open spaces:

- Refrain from using parks or trails if they are exhibiting symptoms.
  - Follow CDC’s guidance on personal hygiene prior to and during use of parks or trails.
  - Prepare for limited access to public restrooms or water fountains.
  - While on trails, warn other users of their presence and as they pass, and step aside to let others pass.
  - Follow CDC guidance on the recommended size of social gatherings including outdoor picnicking, pick-up sports and other group hangouts, and maintain proper physical distance at all times.
  - Observe CDC’s minimum recommended social distancing of 6 feet from other individuals at all times.
- If this is not possible, users should find an alternate location or depart that space

### **Is Pinal County under a state of emergency?**

Yes.

**What does a State of Emergency mean to the City of Casa Grande? And How long is it in effect?**

The emergency declaration allows the city to apply for federal grants and reimbursement for funds used to fight the virus. It also allows local businesses and individuals to apply for federal emergency funding or special small business loan programs.

**What are the Mayor's powers now that a State of Emergency has been declared in Casa Grande?**

The Mayor has the ability to impose all necessary regulations to preserve the public peace, health, safety and general welfare of the City.

**Is the tap water safe to drink in Casa Grande?**

The drinking water that Arizona Water Company supplies is safe and can be used as normal. The Centers for Disease Control and Prevention, the Arizona Department of Health Services, Environmental Protection Agency, and the World Health Organization have determined that there is no evidence that the COVID-19 can be transmitted through drinking water, and the safeguards we already use to protect water quality are effective to protect against viruses. Those who live in our service area do not need to stockpile bottled water in the midst of growing fears about the spread of COVID-19. The drinking water we provide is safe to drink. Learn more [here](#).

**I can't pay my city utility bill because I am unemployed – I have a payment plan set up with the City due to back payments owed for city utility services and trash have become unemployed – what do I do?**

The City of Casa Grande remains committed to our customers and community during this time of concern related to COVID-19. To help reduce uncertainty, the City is temporarily suspending the assessment of late fees. You can safely and conveniently pay your bill online at: <https://casagrandeaz.gov/finance/>

If you have any billing questions or concerns, please contact us at 520-421-8601. For updates regarding the City's response to COVID-19, please visit: <https://casagrandeaz.gov/covid19/>

**How is Arizona Water Company helping customers impacted by COVID-19?**

Currently, Arizona Water Company has suspended water service disconnections for non-payment and has implemented a low income and military bill credit. Please contact them directly to learn more as this information is subject to change. Learn more [here](#).

**How is Southwest Gas helping customers impacted by COVID-19?**

Southwest Gas continues to provide the essential service of delivering energy to customers, many of who are home-bound and rely on natural gas to cook, heat water and homes, and dry clothes, more now than ever before. Service disconnections are ceased indefinitely, until the COVID-19 situation improves, as many customers will be affected by recent closures. Please contact them directly to learn more as this information is subject to change. Learn more [here](#).

**How is APS helping customers impacted by COVID-19?**

APS is suspending all services disconnections due to non-payment and waiving late fees. For those needing assistance paying their bill, a Customer Support Fund has been set up. Customers who are past

due on their APS bill can qualify for the fund if they have unexpected loss of income, higher medical or childcare expenses or other financial hardship created by the COVID-19 virus. The fund will be available through calling (602) 371-7171 (Phoenix) or (800) 253-9405 (other areas), weekdays from 7 am to 7 pm. Please contact them directly to learn more as this information is subject to change. Learn more [here](#).

**Are the City Council meetings still going to happen as scheduled?**

At this time, yes. We are encouraging citizens to watch the meetings from a remote location. The Council meetings will be televised on Cox channel 11 and [streamed live](#) on our City website.

**How can I speak during the Public Comments portion of the meeting?**

Currently, there is no longer a public comment section on the agenda until further notice. Please contact the [City Clerk's](#) office to learn more.